

2009 Survey of Local Clinic Staff Regarding State Office Operations

The State WIC Office received 38 surveys back.

(Note: Since the responses were open-ended, sometimes more than one issue was addressed or an answer was not given. This accounts for the fluctuating number of responses recorded.)

Question One- What is good [about the state office]?

- 22 people like how the state staff responds in a timely manner and is willing to help.
- 13 mentioned that the state staff is pleasant and easy to talk to.
- 8 people enjoy the increased communication with the weekly newsletter

Other comments:

- State staff is working hard on the SPIRIT transition
- Liked the materials for the new food package
- Appreciated the depth of knowledge of state staff
- Liked the conference calls
- Happy that the new food package more accurately reflects the education of WIC
- VENA training helpful

Question Two- What is not so good [about the state office]?

- 2 people don't like it when the entire staff is in a meeting at the same time
- 4 people said the state office doesn't listen to suggestions
- 3 people wanted more control for clinics
- 10 people had no complaints!

Other comments:

- State staff can give conflicting information
- Regionalization makes things slower
- Out of touch with how clinics really operate
- Defensive when questioned
- Training laptop is not current
- Not enough advanced notice for changes
- Indecisive

Question Three- What could be improved [in the state office]?

- 11 people said WIC didn't need to improve a thing!
- 2 people said WIC needs to be more consistent with policy decisions
- 6 people said the state should listen and consider the recommendations of clinics more
- 2 people wanted the state to keep the computer system more current
- 2 people wanted the state to provide retirement and a cost of living increase

Other comments:

- Verbal communication style
- Continued work on shared education material and care plans
- Consider returning to dollar cap on FIs
- State should take the lead on some issues- input from local staff is just nit picky
- Find a way for clinic and participant voices to be heard at state level
- More input on food packages
- State staff available to help train new people, especially in rural areas
- Condense WIC Days of the Spring Conference into fewer days
- Develop a chain of response so if one person is gone, someone else can answer the question
- Find a way to respond to clinic questions during non-traditional hours
- Make State Plan more user-friendly
- Expand nutrition and breastfeeding training
- Quicker response time

Communication between the state staff and local agency staff continues to be an issue. We would encourage your participation in the bi-monthly conference calls. State staff is also available to take phone calls, e-mail correspondence and letters and will respond. The weekly newsletter also keeps everyone up to date on what's going on.

The state WIC office would like to thank everyone who participated in the survey. Staff will continue to work with the WIC Futures Study Group to improve how WIC operates at the state and local agency levels.